

The Prentice Bulletin

Prentice Computer Centre
Prentice Building
The University of Queensland
QLD 4072
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August 1990

No. **12**

Personal Computer Support Group Services

The University funds the Prentice Computer Centre to provide a range of non-charged support services for computer users in the University community. The non-charged services provided by the PC Support Group are listed below. Other PC Support Group Services are listed overleaf.



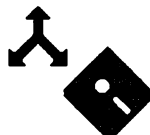
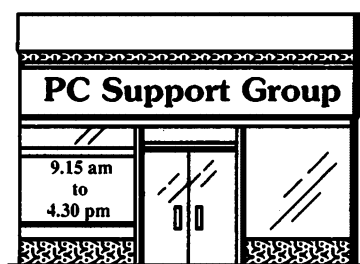
General
Enquiries



Software Sales



Consulting



File Transfer



Virus
Detection



Software
Advice



Hardware
Maintenance

Free Services

General Enquiries (walk-in, phone-in, or e-mail)

Come to the Prentice Building, phone 4018, or send an electronic mail message to CCPCSG on UQVAX. If the staff in the Support Group can't provide an immediate answer, we'll do our best to find out or point you in the right direction.

Advice on Software and Applications

If you're having trouble understanding a package (including Microsoft products and WordPerfect), we may be able to help. We see a lot of problems!

Advice on Equipment Purchase

Talk to us before you purchase PC equipment. Our technicians maintain a wide range of PC brands and can comment on the quality and reliability of many common brands. Additionally, the Centre has agreements with some suppliers and may be able to advise on cheaper pricing.

Software Sales

The Group offers software packages to departments, staff and students at special University prices. Agreements are in place with major suppliers such as Microsoft and WordPerfect. Come in and pick up a price list and look at demonstration copies.

Distribution and Maintenance of SAS Software

SAS is a recognised comprehensive statistical analysis package. The SAS licence will cost you \$50/year, the Graph module is \$25/year, and the four basic manuals are \$158.

Virus Detection Advice

Come and talk to us if you don't know what you should be doing to protect your PC. A virus detection kit is available for a nominal charge.

Services with a Nominal Fee

A nominal charge is levied for these services to offset the cost of consumables.

Public domain software supply [PC-SIG]	\$3.00/disk
Kermit distribution (v2.29, 2.31, 3.01)	\$3.00/disk
The latest shareware magazines are available for perusal. The CD-ROM is usually up-to-date ... at the moment the disks are numbered up to 2121! A user-supplied 360 Kb diskette is required.	
Virus Detection and Cure	\$3.00/disk
Bring your floppy disks in to us and we'll check them for viruses.	
Virus Kit and Manual	\$20.00
See story in this Bulletin.	

Fully Charged Services

A charge is levied for the following services which involve equipment use, replacement or additional parts, and individual staff time.

Transfer of files/data with assistance from PCC staff	Hourly rate
This includes two major areas:	
a) transfer of files from one format to another. This includes transfer between 360 Kb 5.25"; 1.2 Mb 5.25"; 720 Kb 3.5"; 1.44 Mb 3.5"; Macintosh 400/800 Kb.	
b) transfer of files from the mainframes to a PC format (and vice versa). This is achieved through a high speed link to the mainframes (ethernet).	

Software Installation/Configuration/Consultation	Hourly rate
Kermit assistance.....	
Your system can be set up for you, or your old system reconfigured with your new software. General advice or application-specific guidance is available. Sometimes staff need to consult the manual or reinstall software, so the original software diskettes and manuals may be required. Note, we only provide assistance for legally acquired software.	

Hardware service/maintenance	Hourly rate + parts
The Service Department repairs faulty IBMs, and IBM clones with emphasis on quick turn-around. House calls are carried out on request. Installation of hard disks is our specialty!	

☎ ☎ ☎ **Call us about any computing enquiry on 377 4018** ☎ ☎ ☎

Has Your PC got a Virus?

It doesn't start with a bang. You don't see ghostly figures with bowling balls blasting helpless computers into oblivion. You may not even sense danger, but computer viruses are a security problem in computing systems.

How do you know if your PC has a virus? What do you do if there is one? How do you stop a virus infecting your system? One solution is anti-virus software.

The PC Support Group now have Viruscan, an anti-virus program to detect and remove viruses on your PC.

Viruscan will scan your diskettes and entire system. If it finds a virus, Viruscan will tell you the files or areas that are infected, as well as the type of virus which has caused the infection. Once identified, the virus can probably be removed.

Viruscan can identify 118 virus strains and numerous sub-varieties for each strain. This includes the 10 most

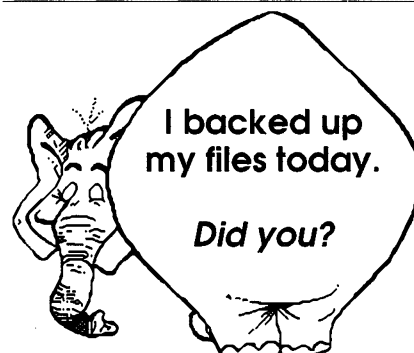
common viruses which account for over 95% of all reported PC infections. The scanning software is regularly updated as information becomes available on new viruses.

The PC Support Group is selling this anti-virus kit. For only \$20, you will be supplied with the software (with virus identification signature files) and a manual. The cost of the kit is for compensation of time spent in compiling this package, and not for the software it contains. We will advise you through a message in this Bulletin as upgrades become available.

For more information, contact the PC Support Group on 377 4018.

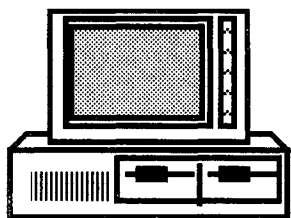
Rates

Departmental hourly rate.....	\$45.00
Students & Staff hourly rate.....	\$17.50/15 mins
	\$45.00 minimum charge
Quotes.....	\$25.00
Payment is by cash, bank or credit union cheque, or to the University Cashier.	



PC Support Group

Prentice Building



 **377 4018**

9.15 am-4.30 pm

Personal Computer Support Group

For the University community only we do the following...

HOURS 9.15 – 4.30

1. Answer walk-in/phone-in enquiries Free
Come to Room 418 Old Hawken building or Phone 4018. If the staff in the Support Group can't provide an immediate answer then we'll do our best to find out or point you in the right direction.
2. Supply public domain software supply [PC-SIG] \$3.00/disk
 Kermit distribution \$3.00/disk
 Kermit assistance Hourly rate
The latest shareware magazines are available for perusal. The CD-ROM is usually up to date ... at the moment the disks are numbered up to 1240! (2000 is coming??) User-supplied 360Kb diskette required.
3. Transfer of files/data with assistance from PCC staff Hourly rate
 This includes two major areas:
 a) transfer of files from one format to another. This includes transfer between 360kb 5.25"; 1.2mb 5.25"; 720kb 3.5"; 1.44mb 3.5"; Macintosh 400/800k.
 b) transfer of files from the mainframes to a PC format (and vice versa). This is achieved through a high speed link to the mainframes (ethernet).
4. Software installation/configuration/consultation Hourly rate
This includes many facets of your personal computer usage. Your system can be set up for you, or your old system reconfigured with your new software. General advice or application-specific guidance can be obtained. Original software diskettes and manuals may be required.
5. Hire service \$25.00 per day/\$40.00 per weekend
Only one hire machines — Macintosh plus, dual floppy (800k).
6. Distribute the SAS software licence \$50.00 per licence p.a.
SAS is a comprehensive statistical analysis package. The SAS Graph module is available for \$25.00. The four basic manuals are \$158.00.
7. Hardware service/maintenance Hourly rate + parts
The service department repairs faulty IBM's, and IBM clones with emphasis on quick turn-around. House calls are carried out on request. Installation of hard disks our specialty!
8. Software/hardware purchase assistance Free
Users may approach the Support Group staff for opinions on the type of machine etc ... we try to be objective, but beware of personal bias!
9. Software sales. Microsoft and Wordperfect products as per list price.
Contact us for information and pricing regarding these products.

Hourly rate = \$45.00 Departmental / \$70.00 Students & Staff
 Payment by cash, credit union cheque or to the university cashier

The above lists the most common functions the Support Group provides. The whole knowledge base of the Computer Centre is (with time restriction) at our disposal and because of this we can solve most users' problems. However, demand for services is high and hence immediate response to problems is not always possible.

